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| APPLICATION NO. | FILING DATE | FIRST NAMED INVENTOR | ATTORNEY DOCKET NO. | CONFIRMATION NO. |
|-----------------|-------------|----------------------|---------------------|------------------|
| 09/823,590 | 03/31/2001 | Anil K. Annadata | M-11404 US | 6841 |

7590

03/10/2005

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| EXAMINER |
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NGUYEN, QUYNH H

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| ART UNIT | PAPER NUMBER |
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2642

DATE MAILED: 03/10/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

| | | | |
|------------------------------|--------------------------------------|--|--|
| Office Action Summary | Application No. 09/823,590 | Applicant(s) ANNADATA ET AL. | |
| | Examiner Quynh H Nguyen | Art Unit 2642 | |

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --
Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 31 March 2001.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-20 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-20 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|---|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| 3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08) Paper No(s)/Mail Date <u>9/3/02-2/26/04</u> . | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

Claim Rejections - 35 USC § 102

1. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

2. Claims 1-4, 7-10, and 13-18 are rejected under 35 U.S.C. 102(e) as being anticipated by Dilip et al. (U.S. Patent 6,704,409).

As to claims 1, 7, and 15, Dilip et al. teach an apparatus for coordinating communication between one or more agents (Fig. 2, agent1...agentn 46) and a plurality of communication channels (Fig. 2, 56-66) associated with different media formats (col. 4, lines 38-43), the apparatus comprising: means for receiving a first request in a first media format (e-mail, Internet) via a first communication channel (col. 4, lines 46-64); means for receiving a second request in a second media format (fax, voice) via a second communication channel (col. 4, lines 46-61); means for determining the media formats the one or more agents can access (col. 5, lines 9-16 and col. 11, lines 20-21); and means for assigning the one or more agents to handle the first and second requests based on the media formats of the first and second requests and the media formats the one or more agents can access (col. 5, lines 57-67).

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As to claim 2, 8, and 16, Dilip et al. teach means for assigning the one or more agents to handle the first and second requests based on the subject matter of the first and second requests and the skills associated with the one or more agents (col. 5, line 57 through col. 6, line 6).

As to claims 3, 9, and 17, Dilip et al. teach means for queuing the requests (col. 10, line 44) until one of the one or more agents is available to accept the requests (col. 13, lines 27-40).

As to claims 4, 10, and 18, Dilip et al. teach means for assigning the requests to the agents based on a set of rules (col. 13, lines 34-51).

As to claims 13 and 14, Dilip et al. teach a computer readable storage media and a signal in a carrier medium comprising instructions to implement the method of claim 7 (col. 15, lines 20-31).

Claim Rejections - 35 USC § 103

3. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

4. Claims 5-6, 11-12, and 19-20 are rejected under 35 U.S.C. 103(a) as being unpatentable over Dilip et al. (U.S. Patent 6,704,409) in view of Miloslavsky (U.S. Patent 5,915,011).

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As to claims 5-6, 11-12, and 19-20 Dilip et al. do not teach means for allowing an agent to decline being assigned to the first or second requests, and to route a request assigned to the agent to another agent.

Miloslavsky teaches agent reroute the call to the next agent who is more qualified to handle the call (col. 16, line 59 through col. 17, line 49).

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the feature of allowing an agent to decline or route a request to another agent, as taught by Miloslavsky, in Dilip's system so that customer would receive the best service from an agent who has specific skills and knowledge and is able and ready to provide the needed service.

Conclusion

5. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. Sonesh et al. (U.S. Patent 6,046,762) teach multimedia telecommunication automatic call distribution system.

6. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Quynh H. Nguyen whose telephone number is 703-305-5451. The examiner can normally be reached on Monday - Thursday from 6:30 A.M. to 5:00 P.M.

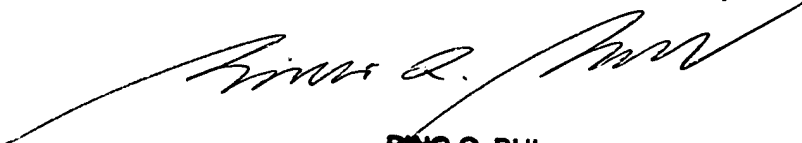
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If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar, can be reached on (703) 305-4731. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

qhn

Quynh H. Nguyen
March 3, 2005



BING Q. BUI
PRIMARY EXAMINER